

CLAIMS GUIDE

FOR TPN CUSTOMERS

Entering claims with TPN

To add a potential claim with TPN, you must have one of the following:

- Damaged discrepancy from the Hub
- Damaged discrepancy from the Depot
- Claused EPOD
- Claused Manual POD or COP
- EPOD picture showing the damage
- Pictures on the collection or delivery vehicle showing damage
- Notes from the delivery Depot on the same day as delivery
- No POD
- No EPOD pictures

And

It must be added within 7 working days of the date of delivery

Please contact your haulier within the correct time scales so they can raise a claim on the TPN Claims system on your behalf.

Consignments without any of the above do not qualify for a claim to be raised with TPN.

After the claim is logged

The system will email your haulier with a checksheet of information that must be provided for your claim to be reviewed.

Once you have gained the information, please make sure the checksheet has been filled out correctly and all documentation and pictures are sent to your haulier.

Example of the checksheet is below.

CLAIM REFERENCE
CR

DOCUMENT	EXPLANATION	PLEASE FILL IN
Proven Cost Price	This must be an invoice or similar showing the actual cost price before transit. If the customer manufactures the goods themselves the percentage mark-up can be given	
Original Sales Invoice for the Consignment	This must be given if your customer is claiming a mark-up cost as above	
Weight of Damage	The actual weight of damage/lost items as confirmed by your customer or their supplier, preferably shown on a spec sheet or original shipping document	
Salvage	Salvage details and any mitigation details relevant to the claim	
Formal claim	Formal claim including claiming value and quantities	
Photographs	Photos of any damages, (claims will be rejected if no photos are present)	
Repair Cost	If damage goods are repaired costs and location of where the goods are being repaired must be provided	
Location	Details of the current location of the goods	
Disposal	If authorised disposal has occurred a disposal certificate or proof of disposal must be provided	

Breakdown of the information

Cost invoice – An invoice from a supplier to the legal owner of the goods. If the customer manufactures the goods, please provide the % mark up.

Sales invoice – An invoice from the legal owners to the delivery point, including mark up.

Weight of the damaged goods – documentary proof of weight - i.e. a spec sheet or picture of the goods on the scales.

Salvage/ Mitigation – The legal owners of the goods must minimise the claim by way or re-use, re-work and scrap value.

Formal claim – This must include the claim value, along with a breakdown of quantities. You can use the checksheet as your formal claim.

Photographs – You must provide photographs to show how many items are being claimed for.

Repair cost – If the goods can be repaired, please provide the repair quote detailing parts and labour and a total – please note the repair must be economical.

Location – All damaged goods must be returned to the legal owner for mitigation to take place. If a delivery point keeps the goods, the claim may be rejected.

Disposal – Please do not dispose of any of the goods until you have received confirmation from the TPN Liability department.

Please make sure you advise of the legal owners at time of claim.

What happens next?

From the date the claim is entered onto the TPN system, you have 10 working days to provide the relevant information.

If the information is not provided to the haulier within this time, the following chase will be sent:

- 1st chase 10 days from claim entry date
- 2nd chase a further 10 days from 1st chase
- Closure notice 10 days from 2nd chase

A claim can be reopened up until a year after the manifested date.

Once the documentation and pictures have been provided and uploaded, TPN's Liability departments will be altered by way of report, and the claim will be reviewed the next working day.

Once the claim has been reviewed, the Liability team will advise if further documentation or pictures are required. Your haulier will be notified by way of a more information request from the system. It will detail everything that is required for full consideration to be given to the claim.

Please note proof of disposal will not be requested at this time unless we are going to offer settlement.

Please provide the remaining information to your haulier and they will upload it to the claims system.

If the claim is not valid and a refute is required, this will be done at this time.

Reasons for refutes at this stage:

- The weight is proven to be incorrectly manifested
- Minimum claiming value of £10.00 or 2kg
- The claim falls under the excess policy and damages have been noted under wrap
- The claim falls under the policy excess and is proven to be an inbound error
- Pictures show the freight to be inadequately packaged for transit - i.e. freight is wet, but goods hold no protection

When all the information is received and the evidence matches the claiming value, proof of disposal will be requested.

Payment of claims

We have three different options for payment, currently:

- If the claim is limited by weight or an offer is to be made, a FOA is required for the legal owners to sign
- A BACS form or credit request will then be sent
- If no offer, the BACS form or credit request will be sent

Excess

The excess is paid for by the at-fault party, with the following exemptions:

- A claim has been raised on a without prejudice basis
- Goods are damaged inbound into the hub by the requesting depot
- It is noted the damage was located under the wrap at the time of delivery



THE Pallet Network